

Alaska Land Mobile Radio Communications System

Operations Management Office Customer Support Plan

Version 13

August 19, 2019



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Document Revision History

Name	Date	Reason for Changes	Version
Shafer, Sherry	1/3/2008	Approved by the User Council – Final.	1
Shafer, Sherry	3/19/2009	Annual review/update. Approved by the User Council – Final.	2
Shafer, Sherry	10/14/2009	Updated per vote of User Council at the annual meeting that no optional items be funded; noted all optional items not approved by UC (grayed out) for new base contract (Oct 1, 2009 to Jun 30, 2010)	3
Shafer, Sherry	11/15/2010	Annual review/update. Approved by the User Council; optional items remain unfunded (grayed out) for contract year July 1, 2010 to June 30, 2011.	4
Shafer, Sherry	11/28/2011	Annual review/update. Approved by the User Council; optional items remain unfunded (grayed out) for contract year July 1, 2011 to June 30, 2012.	5
Shafer, Sherry	12/31/2012	Annual review. Approved by the User Council; final.	6
Shafer, Sherry	12/17/2013	Annual review/update. Approved by the User Council - final.	7
Shafer, Sherry	12/10/2014	Annual review/update. Approved by the Operations Management Office- final.	8
Shafer, Sherry	12/08/2015	Annual review/update. Approved by the Operations Management Office- final.	9
Shafer, Sherry	8/12/2016	Out-of-cycle review due to change of scope in contract. Approved by the User Council – final.	10
Shafer, Sherry	8/4/2017	Annual review/update. Approved by the Operations Management Office- final.	11
Shafer, Sherry	8/8/2018	Annual review/update. Approved by the Operations Management Office- final.	12
Shafer, Sherry	8/19/2019	Annual review/update. Approved by the Operations Management Office- final.	13



Acronyms and Definitions

Agreement: the Cooperative and Mutual Aid Agreement, Service Level Agreement or Membership Agreement.

Alaska Federal Executive Association (AFEA): federal government entities, agencies and organizations, other than the Department of Defense, that operate on the shared ALMR system infrastructure.

Alaska Land Mobile Radio (ALMR) Communications System: the ALMR Communications System, which uses but is separate from the State of Alaska Telecommunications System (SATS), as established in the Cooperative and Mutual Aid Agreement.

Alaska Municipal League: a voluntary non-profit organization in Alaska that represents member local governments.

Alaska Public Safety Communications Service (APSCS): the State of Alaska statewide telecommunications system microwave network

BSIT: Bering Straits Information Technology

Charter: a document outlining the principles, functions, and organization of a corporate body.

Cooperative and Mutual Aid Agreement: the instrument that establishes ALMR and sets out the terms and conditions by which the system will be governed, managed, operated and modified by the Parties signing the Cooperative and Mutual Aid Agreement.

CSP: Customer Support Plan

Department of Administration (DOA): a State of Alaska (SOA) department that maintains the Alaska Public Safety Communications Service (APSCS) and provides information technology (IT) and communications technical support to state agencies.

Department of Defense – Alaska: Alaskan Command, US Air Force and US Army component services operating under United States Pacific Command and United States Northern Command.

Executive Council: the ALMR Executive Council which is made up of three voting members and two associate members representing the original four constituency groups: the State of Alaska, the Department of Defense, Federal Non-DOD agencies



(represented by the Alaska Federal Executive Association), and local municipal/government (represented by the Alaska Municipal League and the Municipality of Anchorage).

Help Desk: where repair, maintenance and programming issues/problems are reported; under the ALMR System Manager.

Interoperable Communications: the ability of public safety, including emergency and other first responders, to talk to one another via radio and other communication systems, and to exchange voice and/or data with one another on demand in real time.

IOMS: Infrastructure and Operations Maintenance Services

IT: information technology

Local Governments: those Alaska political subdivisions defined as municipalities in AS 29.71.800(13).

Member: a public safety agency including, but not limited to, a general government agency (local, state or federal), its authorized employees and personnel (paid or volunteer), and its service provider, participating in and using the System under a Membership Agreement.

Membership Agreement: the agreement entered into between the ALMR Operations Management Office, as the designated agent for the Executive Council, and the user agency, which sets forth the terms and conditions under which the System provides services to the user agency and the user agency's responsibilities while operating the System.

Municipality of Anchorage (MOA): the MOA covers 1,951 square miles with a population of over 300,000. The MOA stretches from Portage, at the southern border, to the Knik River at the northern border, and encompasses the communities of Girdwood, Indian, Anchorage, Eagle River, Chugiak/Birchwood, and the native village of Eklutna.

O&M: operations and maintenance

OEM: Original Equipment Manufacturer

Operations Manager: the Operations Manager represents the User Council interests and makes decisions on issues related to the day-to-day operation of the system and any urgent or emergency system operational or repair decisions. In coordination with the User Council, the Operations Manager establishes policies, procedures, contracts,



organizations, and agreements that provide the service levels as defined in the ALMR Service Level Agreement.

Operations Management Office (OMO): develops recommendations for policies, procedures, and guidelines; identifies technologies and standards; and coordinates intergovernmental resources to facilitate communications interoperability with emphasis on improving public safety and emergency response communications.

P25 Standards: the P25 suite of standards involves digital Land Mobile Radio (LMR) services for local, state and national (federal) public safety organizations and agencies. P25 is applicable to land mobile radio (LMR) equipment authorized or licensed, in the U.S., under the National Telecommunications and Information Administration (NTIA) or Federal Communications Commission (FCC) rules and regulations.

PMI: Preventive Maintenance Inspection

POC: Point of Contact

Portable Radio: a hand-held, low-power, two-way radio.

Protocol: a standard that governs network communications by providing a set of rules for its operation.

Service Level Agreement (SLA): outlines the operations and maintenance services as required by the User Council membership for the sustainment and operation of the ALMR infrastructure. The performance metrics contained in the SLA describes the maintenance standards for the ALMR system infrastructure.

SM: System Manager

SOW: Statement of Work

SSC: System Support Center

Standard Operating Procedure (SOP): includes work flow diagrams, roles and responsibilities, etc. to clearly define work procedures.

State of Alaska (SOA): the primary maintainer of the State's microwave system, and shared owner of the System.

Subscriber: an individual or company that is uniquely identified within the system as a user of services.



Subscriber Equipment: portable, mobile and console equipment that is intended to operate on the ALMR infrastructure for day-to-day intra-agency communications and/or inter-agency cross-jurisdictional interoperability purposes. Subscriber equipment can also include network management terminals, key management facility equipment, gateway and other assets that are determined not to be a burden cost share in applicable Memoranda of Agreement (MoAs).

System: the ALMR Communications System, as established in the Cooperative Agreement, and any and all System Design/System Analysis (SD/SA) and System Design/System Implementation (SD/SI) documents.

System Management Office (SMO): the team of specialists responsible for management of maintenance and operations of the System

Tactical Interoperable Communications Plan (TICP): provides communications processes, procedures, and protocols and identifies agency assets for responding to regional public safety events.

Talkgroup: the electronic equivalent of a channel on a trunked system; a unique group of radio Users that can communicate with each other.

User: an agency, person, group, organization or other entity which has an existing written Membership Agreement with one of the Parties to the Cooperative and Mutual Aid Agreement. The terms user and member are synonymous and interchangeable.

User Council: the User Council is responsible for recommending all operational and maintenance decisions affecting the System. Under the direction and supervision of the Executive Council, the User Council has the responsibility for management oversight and operation of the System. The User Council oversees the development of System operations plans, procedures and policies under the direction and guidance of the Executive Council.



1.0 Introduction

1.1 Executive Summary

To ensure that the Alaska Land Mobile Radio (ALMR) Communications System continues to provide high-quality, standards-based, interoperable communications for its members, it is essential that there be a proactive Operations Management Office (OMO) Customer Support Plan (CSP) that recognizes the many challenges facing the ALMR organization, in both the short and long term.

The framework for the OMO CSP implementation has been developed to provide a means to measure successes, monitor planned improvements and provide a mechanism for task consensus building. The CSP was refined and finalized based on User Council requirements/recommendations and will be updated hereafter, as needed.

1.2 Purpose and Scope

The purpose of this plan is to provide ALMR members with detailed information regarding services provided by the OMO and to include the processes to be followed to access those services. This document is not intended to be all inclusive, but will evolve as services dictate.

The OMO operates under the direction of the Operations Manager (OM). The OM has oversight for governance structure, planning, System Management Office (SMO) compliance and overall operation of the System. In coordination with the User Council, the OMO establishes policies, procedures, processes, organizational structure and agreements and monitors contracts that provide maintenance and infrastructure services, as defined in the ALMR Service Level Agreement (SLA). The OMO monitors the activities of the SMO, ensuring the terms of the SLA are being met at all times.

The OMO staff, under contract with the 5 Star Team and Wostmann & Associates Inc., provides operational support services for the System as defined in the Operations Management Services Statement of Work (SOW) and maintains a cooperative working relationship with the SMO staff, which is subcontracted with Bering Straits Information Technology LLC (BSIT) through Motorola Solutions. BSIT provides managed infrastructure maintenance services to ensure System components are fully operational at the level and quality defined in the Infrastructure Operations and Maintenance Services (IOMS) Statement of Work (SOW), and in compliance with the ALMR SLA. BSIT managed services include System management, maintenance and service of the System, System monitoring, security services, the Help Desk, asset management, System status notifications, performance reporting and coordination of all contracted services in support of these functions.



The OMO identifies areas where improvement, efficiency and cost savings can be facilitated to measure strategic, operational and customer support successes.

These areas include:

- Creating a common understanding of communications interoperability throughout the State, and establishing it as a high priority
- Enhancing user knowledge and proper use of existing and future interoperable communications equipment, systems and resources
- Establishing and following coordinated communication protocols for emergency response and, when appropriate, utilization of plain/common language
- Maximizing interoperability capabilities by using existing communication systems and equipment, while planning for the implementation of selected and future technologies
- Promoting and maintaining collaborative partnerships to maximize resource sharing
- Providing leadership in the development of policies and guidelines

1.4 Mission Statement

The OMO will develop recommendations for policies, procedures, processes, protocols and guidelines, identify technology and standards, and coordinate intergovernmental resources to facilitate communications interoperability with emphasis on improving public safety and emergency response communications.

This is achieved by providing and maintaining a secure, enhanced interoperable communications system for use by tribal, local, State, and Federal agencies that is cost-effective, available, reliable and adheres to the Project 25 standards for public safety digital land mobile radio (LMR).

1.5 Goals and Objectives

The following list of goals and objectives takes into account the current scope of work, available OMO organizational resources and the implementation of management controls to meet cost, performance and schedule requirements, as performed by the OMO staff members. Many of these goals are part of the on-going ALMR effort.

All goals that require a concrete action such as creating a plan, process, policy or procedure may have already been met. However, the OMO continues to request input on streamlining all processes and procedures by annually reviewing all documents.

- **Foster Innovation and Creativity**
 - Holding frequent staff meetings
 - Listening to staff and stakeholder thoughts and ideas

- Establishing internal working groups, as needed to discuss issues/promote creative thinking
- Ensuring staff and stakeholders have up-to-date information on new technologies
- Encouraging stakeholder input on improving existing policies and procedures, and the creation of new ones, as needed
- Encouraging research on other statewide interoperable communications systems and their technology, policies and procedures
- **Institutional Excellence**
 - Promoting the current ALMR Help Desk function to the stakeholders and make it the single point of contact for all maintenance requests, problem tracking, monitoring and resolution
 - Updating policies and procedures, as needed, and ensuring that they are communicated to the stakeholder community
 - Providing a communications strategy that meets the needs of the stakeholders
 - Updating the Business Case, as required
 - Reviewing and updating the Customer Support Plan
 - Providing support to User Council and the Executive Council
 - Developing an annual budget
 - Serving as corporate secretary for the documentation process
 - Reviewing and updating organization staffing, as required
 - Reviewing and addressing stakeholder requirements
 - Responding to emergency requests and documenting actions
- **Leadership**
 - Attending the Executive Council and User Council meetings
 - Attending in-house meetings to promote the available services/resources and staying abreast of actions transpiring within the organization
 - Ensuring that the OMO staff is professional and aware of management expectations
- **Stakeholder Service**
 - Providing the best possible service to ALMR stakeholders
 - Being proactive, whenever possible, to keep the stakeholders informed and engaged
 - Handling all stakeholder interactions with respect and efficiency
 - Ensuring that priority issues are handled correctly and in a timely manner
- **Foster Partnerships**
 - Promoting the OMO services to the EC, UC and stakeholders, whenever possible

- Forming stakeholder working groups from all regions to work on issues relating to the field, as needed
- Providing the stakeholders with informational materials, as they become available
- Promoting the ALMR System to potential new partners/users
- Coordinating outreach training and education opportunities and materials, as available and when funded

- **Technical Expertise**
 - Establishing and maintaining an ALMR newsletter
 - Providing an integrated and user-friendly ALMR website
 - Establishing a publication approval process

- **Enhance ALMR**
 - Developing a new technology review and selection process
 - Developing a new site development process

- **System Reliability**
 - Developing a security audit plan and schedule
 - Developing an employee termination policy and checklist
 - Developing password management policy and procedure
 - Developing a stakeholder security awareness procedure
 - Developing intrusion reporting policy and procedure
 - Developing and implementing virus protection policy and procedure
 - Developing standard security protocols for remote site access
 - Ensuring that ALMR security policies and procedures are followed
 - Developing, establishing and regularly reviewing disaster contingency procedures
 - Ensuring all stakeholders adhere to the policies and procedures within the Cooperative and Mutual Aid, Service Level, and Membership Agreements
 - Ensuring that OMO stays abreast of any/all technology advances that could enhance the System
 - Encouraging use of Incident Command Structure protocols to ensure stakeholders are aware System interoperability

- **Outreach and Education**
 - Establishing a resource library for both internal and stakeholder use and ensuring it is available to requesting agencies
 - Ensuring that outreach training, when funded, and education resources are available to stakeholders

- **Cost Share Consensus**
 - Working with EC, UC and stakeholders to implement an approved Cost Share Agreement

- **Infrastructure Oversight**
 - Developing and overseeing lost and stolen reporting procedures
 - Providing inventory reports to the UC and stakeholders
 - Ensuring equipment lifecycles are within manufacturers guidelines
- **Information Management**
 - Establishing administrative procedures and processes
 - Establishing a records management process that makes information available internally and to the stakeholder community
 - Establishing change management policies and procedures
- **Risk Management**
 - Establishing a risk identification process
 - Defining magnitude and impact for identified risks
 - Developing risk avoidance and mitigation strategies
 - Establishing a watch list that ranks and prioritizes identified risks
 - Reviewing the watch list with stakeholders regularly

2.0 Staff

2.1 Location and Working Hours

The OMO is located at 5900 East Tudor Road in Anchorage, Alaska. The normal hours of operation are 7:30 a.m. to 4:30 p.m., excluding weekends and National/State holidays. The OMO is required to provide support during emergencies as described in Section 3.2.13.

2.2 Staff Contact Information (Located at Appendix A)

2.3 Organizational Structure

The OMO provides guidance and oversight of the day-to-day operational management of the System.

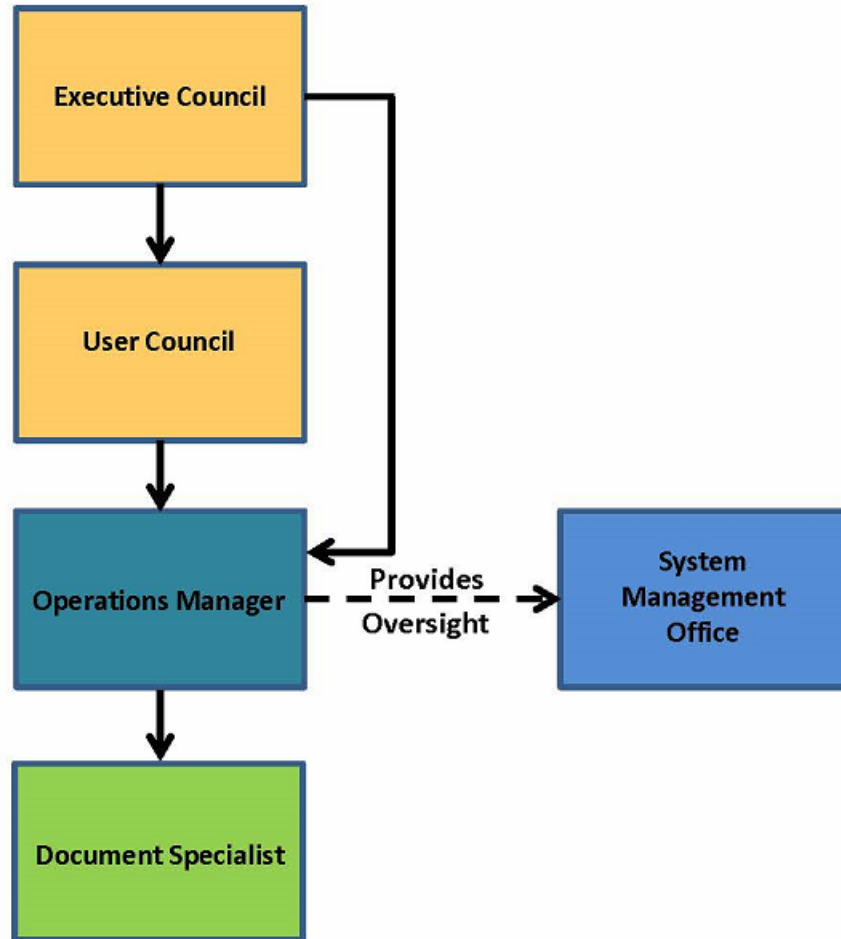


Figure 1 – OMO Organizational Structure

3.0 Functions and Services

This section describes all functions that are provided to System members by the OMO.

3.1 Staff Functions by Position

3.1.1 Operations Manager

- Provides direction and management of the operational System by overseeing day-to-day operations
- Ensures creation, analysis and distribution of status and trend reports
- Develops contingency planning
- Provides budget development and maintenance oversight activities, as necessary, to ensure the availability of the System 24 hours a day/7 days a week

- Acts as the single point of contact between the UC and the operations and maintenance contractor; monitors, audits and reports on compliance with the System SLA
- Attends EC and UC meetings and provides reports, briefings, metrics and other support, as requested
- Facilitates resolution of conflicts and issues that may arise among stakeholders and seeks to achieve collaborative solutions. Works with executives and leaders to develop a communication strategy that facilitates smooth, non-disruptive resolution of issues and the prompt distribution of information and instructions regarding the resolution, as appropriate
- Provides outreach and information to interested groups, prospective System users, legislative bodies, member agency executive management and the general public
- Serves as the Chairman of the Change Control Board

3.1.2 Documentation Specialist

- Prepares and/or maintains documentation systems, programming and operations documentation, processes and procedures and methods including user reference manuals
- Maintains a current internal documentation library
- Provides or coordinates documentation services, as required
- Ensures accuracy of technical documentation
- Maintains knowledge and basic understanding of all aspects of proofreading, including grammar and spelling
- Composes and finalizes documentation, including specifications, user manuals, briefings, point papers, plans, contact lists and minutes in the style and format required by the task
- Attends and provides administrative support to the EC and UC, taking meeting minutes and maintaining historical files
- Provides interface with member agencies on service requests and tracking through closure
- Provides outreach support through newsletters and the web site

3.2 Major Functions

3.2.1 Governance Management

The OMO shall:

- Facilitate the review and update of all governance agreements with the stakeholders, the User Council, and the Executive Council. Governance documents will be maintained and updated, as required

- Maintain, review, and update the Cooperative and Mutual Aid Agreement for stakeholders/member agencies
- Maintain, review, and update the Service Level Agreement for stakeholders/member agencies
- Maintain all membership agreements and a current list of POCs for all member agencies on the System
- Maintain all talk group sharing agreements for all member agencies on the System
- Write, edit, coordinate, and distribute policies, procedures, plans and protocols at the direction of the User Council and the Executive Council
- Review and comment on all System Design/System Analysis documents, as provided, and pass any comments to the requesting organization

3.2.2 Executive Council Support

The OMO shall:

- Provide reports, minutes, and meeting support required by the Executive Council and its members for all scheduled and special meetings. This consists of support prior to, during, and after Executive Council meetings
- Schedule Executive Council meetings, reserve conference rooms, and set up telephone conference bridges, as necessary
- Prepare the meeting agenda and applicable attachments and send them to the Executive Council Chair and other supporting staff, as required/directed for approval and post to the ALMR website at www.alaskalandmobileradio.org
- Scribe and prepare the minutes of the meeting and post to the ALMR website at www.alaskalandmobileradio.org for contributing members for verification of content within five business days
- Make appropriate edits and revisions to meeting minutes, as provided, and provide them to the presiding Co-Chair NLT five business days prior to the next scheduled meeting. Minutes are published final within three business days of final approval and re-posted to the ALMR website at www.alaskalandmobileradio.org
- Provide status updates on System performance metrics at scheduled meetings, as defined and approved by the User Council
- Maintain all Executive Council records, to include all correspondence, minutes, and policies, written or recorded actions
- Other support provided to the Executive Council of an administrative or consultant nature that includes but is not limited to developing and providing briefings, liaison actions, and charter review/update
- Develop and prepare reports, white papers, or other special projects as directed by Executive Council

3.2.3 User Council Support

The OMO shall:

- Provide reports, minutes, and meeting support required by the User Council and its members for all scheduled, special meeting, and working groups. This consists of support prior to, during, and after User Council meetings
- Schedule User Council meetings, reserve conference rooms, and set up telephone conference bridges, as necessary
- Prepare the meeting agenda and applicable attachments, update the Issues & Risk Log, and prepare the outstanding Action Item List and post to the ALMR website at www.alaskalandmobileradio.org. Send appropriate email notification to the User Council, along with any other reports, documents, or presentations
- Scribe and prepare the minutes of the meeting and post to the ALMR website at www.alaskalandmobileradio.org for contributing members for verification of content within five business days
- Make appropriate edits and revisions to meeting minutes, as provided, and re-post to the ALMR website at www.alaskalandmobileradio.org NLT five business days prior to the next scheduled meeting. Minutes are published final within three business days of final approval and re-posted to the ALMR website at www.alaskalandmobileradio.org
- Provide direct support for policies and procedures, plans, protocols and other such documents deemed necessary for effective and efficient operations of the ALMR System
- Provide monthly status updates on System performance at scheduled monthly meetings
- Maintain all Users Council records, to include all correspondence, minutes, written or recorded actions
- Other support provided to the User Council includes, but is not limited to, briefings, user agency liaison actions, and support for annual member elections, and charter review/update. Services include meeting reminders and special reports, as needed
- Develop and prepare reports, white papers, or other special projects as directed by User Council
- Develop, administer, and maintain an ALMR website at www.alaskalandmobileradio.org at the direction of the User Council.
- Develop, publish, and distribute quarterly newsletters
- Develop an annual budget, execute, monitor and report on the ALMR cost share plan input to include but not limited to: costs for connectivity, maintenance, staffing, system upgrades, and spare parts
- Prepare and submit for User Council approval an annual budget proposal.
- Provide other budget and cost reports, as requested by the User Council and/or Executive Council
- Provide the management and reporting metrics required to support the management of the System network. Also provide oversight of network

management and Information Assurance functions by the SMO, establishing, tracking, and reporting against metrics agreed to by the User Council. Services include but are not limited to: reports on emerging technologies, coverage, and interference

- Develop, update and maintain standard operating procedures
- Monitor and provide oversight of System management services and System parameters, site status and other data, as directed by the User Council. Develop System performance metrics at the direction of the User Council and report trends, positive or negative, at least once monthly
- Track and provide periodic reports and updates as required on status of conflicted frequencies
- Document, administer and maintain a training library of all training materials provided by member/stakeholders for cooperative use
- Develop and provide briefings on ALMR to Congressional delegations, State Legislature, Municipality of Anchorage and at local, regional, state or national conferences, as requested

3.2.4 Problem Escalation for Stakeholder/Member Agencies

The OMO shall:

- Monitor and report on violations of procedures and will facilitate their resolution and recommend mitigating actions, provide assistance and support to the Executive Council and User Council in identifying and resolving breaches of the governance documents
- Assess repeated violations of System guidelines, procedures, protocols, or the membership agreement; provide report to User Council and or Executive Council, as required. Provide follow up, as directed, and associated reporting until resolution
- Determine and review all facts pertaining to breaches of the Cooperative and Mutual Aid, Service Level, or Membership Agreements and make a determination of mitigation/termination actions, provide recommendation to User Council and or Executive Council. Continue to track and report, as required, until resolution; submit a final report to User Council and or Executive Council, as directed

3.2.5 Records and Document Management for Stakeholders/Member Agencies

The OMO shall:

- Provide records and document management for stakeholders/member Agencies
- Manage and maintain all ALMR documents and records on the ALMR website (when appropriate) and the records and documents for the ALMR System



- Provide assurance of all System documentation (site books, agreements, MOUs, organizational structure, System description, CONOPs, SOPs, etc.)
- Post to the ALMR website and to the SharePoint server, as applicable

3.2.6 Technical Assistance during Emergency Response Conditions

The OMO shall:

- Provide reporting and coordination during emergency responses
- Manage requests for assistance during emergencies with reprogramming or loaner subscriber units for special events
- Provide reporting as required by stakeholders during exercises and emergency/contingency response conditions (SITREP, COMSPOT etc.)
- Develop, provide and/or present briefings, papers, assessments, courses of action, and other deliverables, as required, to support emergency operations



4.0 Staff Responsibilities Matrices/Performance Metrics

The following tables provide detailed information regarding the provided services. Non-supported, optional items are not included.

4.1 Governance Management

Governance Management								
Function	Responsible Staff (see legend)	How Rendered Automatic – A Requested – R	How Requested	Request Confirmation Time	Request Implementation Time	Cost to Member Agency	Delivery Method	Tracking Method
Facilitate the review and update of all governance agreements	OM - R/A DS - R/S/I	A R	As required by governance changes Email or telephone	N/A Next business day	As required by governance changes NLT 5 business days	N/A	Website	Data base
Maintain, review, and update Cooperative and Mutual Aid Agreement	OM - R/A DS - R/S/I	A R	As required by governance changes Email or telephone	N/A Next business day	As required by governance changes NLT 5 business days	N/A	Website	Data base SharePoint
Maintain, review, and update SLA	OM - R/A DS - R/S/I	A R	As needed Email or telephone	N/A Next business day	As required by governance changes NLT 5 business days	N/A	Website	Data base SharePoint
Maintain Membership Agreements and current list of POCs	OM - R/A/C DS - R/C/I	A R	Annually Email or telephone	N/A Next business day	May NLT 10 business days	N/A	Email or paper copy via USPS	Data base SharePoint
Maintain talkgroup sharing agreements	OM - R/A/C DS - R/S/I	R	Email or telephone	Next business day	NLT 5 business days	N/A	Email or paper copy via USPS	Data base SharePoint
Write, edit, coordinate, and distribute policies, procedures, plans and protocols	OM - R/A DS - R/C/S	A R	Annually Email or telephone	N/A Next business day	NLT 5 business days	N/A	Website	Data base
Review/comment on all System Design/System Analysis documents	OM - R/A DS - S/I	R	Email or telephone	Next business day	NLT 5 business days	N/A	Email or paper copy via USPS	Data base

Legend: OM (Operations Manager), DS (Documentation Specialist)
R - Responsible, A - Accountable, S - Supportive, C - Consult, I - Inform



4.2 Executive Council Support

Executive Council Support								
Function	Responsible Staff (see legend)	How Rendered Automatic – A Requested – R	How Requested	Request Confirmation Time	Request Implementation Time	Cost to Member Agency	Delivery Method	Tracking Method
Provide reports, minutes and meeting support for all scheduled and special meetings	OM - R/A DS - R/C/S	A R	Quarterly Email or telephone	N/A Next business day	Quarterly on third Thursday of month NLT 5 business days	N/A	Email	Webmail, Outlook Calendar or GoToMeeting
Schedule meetings, reserve conference rooms, and set up telephone conference bridges	OM - R/A DS - R/C/S	A R	Quarterly Email or telephone	N/A Next business day	Quarterly on third Thursday of month NLT 5 business days	N/A	Email	Webmail, Outlook or GoToMeeting
Prepare the meeting agenda and applicable attachments, distribute and post to the ALMR website	OM - R/A DS - R/C/S	A R	Quarterly Email or telephone	N/A Next business day	NLT 5 business days prior NLT 5 business days prior	N/A	Website or Email	N/A
Prepare the minutes of the meeting and post to the web site	OM - R/A DS - R/C/S	A	Monthly	NLT 5 business days	NLT 5 business days after	N/A	Website or Email	N/A
Make appropriate edits and revisions to the meeting minutes and publish minutes	OM - R/A DS - R/S/I	A R	Monthly Email or telephone	Next business day	NLT 5 business days prior to next meeting NLT 3 business days after	N/A	Email	N/A
Provide status updates on System performance metrics	OM - R/A DS - R/S/I	A	Quarterly	N/A	At monthly meetings	N/A	Email	N/A
Maintain all Executive Council records	OM - R/A DS - R/S	A	N/A	N/A	Upon final approval	N/A	Website	N/A
Other support provided of an administrative or consultant nature	OM - R/A DS - R/S/I	R	Email or telephone	Next business day	NLT 10 business days	N/A	Email	Records data base/Trackit®
Develop and prepare reports, white papers, or other special projects	OM - R/A DS - R/S/I	R	Email or telephone	Next business day	NLT 10 business days	N/A	Email	Records data base/Trackit®
Legend: OM (Operations Manager), DS (Documentation Specialist)								
R - Responsible, A - Accountable, S - Supportive, C - Consult, I - Inform								



4.3 User Council Support

User Council Support								
Function	Responsible Staff (see legend)	How Rendered Automatic – A Requested – R	How Requested	Request Confirmation Time	Request Implementation Time	Cost to Member Agency	Delivery Method	Tracking Method
Provide reports, minutes, and meeting support	OM - R/A DS - R/S/I	R	Email, telephone or in person	N/A NLT 5 business days	As required by the project	N/A	Email/briefing	Webmail/ Outlook
Schedule the User Council meetings	OM - R/A DS - R/S	A R	Monthly Email or telephone	N/A Next business day	First Wednesday of month NLT 5 business days prior	N/A	Email	Webmail, Outlook or GoToMeeting
Prepare the meeting agenda and applicable attachments; post to the web site	OM - R/A/C DS - R/S	A R	Monthly Email or telephone	N/A Next business day	NLT 5 business days prior	N/A	Email/website	N/A
Scribe and prepare the minutes of the meeting	OM - R/A DS - R/S	A	Monthly	NLT 5 business day	NLT 5 business days after	N/A	Email/website	N/A
Make appropriate edits and revisions to the minutes and publish	OM - R/A/C DS - R/S	A R	Monthly Email or telephone	Next business day	NLT 5 business days prior to next meeting NLT 3 business days after approval	N/A	Email/website	N/A
Provide direct support for policies, procedures, plans, protocols and other documents	OM - R/A/C DS - R/S	A R	Annually Email or telephone	N/A NLT 5 business days	Month of annual review NLT 15 business days	N/A	Email/website	Records data base
Provide monthly status updates	OM - R/A DS - S/I	A	N/A	N/A	At monthly meeting	N/A	Email/briefing	N/A
Briefings, user agency liaison actions, support for annual elections and charter review/update	OM - R/A DS - R/S	R A	Email or telephone N/A	Next business day Nov/Dec	NLT 5 business days Nov/Dec	N/A	Email/website	Records data base
Develop and prepare reports, white papers, other special projects	OM - R/A/C DS - R/S/I	R	Email or telephone	Next business day	As required	N/A	Email or paper	Records data base/ Trackit®
Develop, administer and maintain an ALMR website	OM - R/A DS - R/S	A	Email or telephone	N/A	Update, as required	N/A	Website	N/A

Legend: OM (Operations Manager), DS (Documentation Specialist)
R - Responsible, A - Accountable, S - Supportive, C - Consult, I - Inform



**Alaska Land Mobile Radio Communications System
OMO Customer Support Plan**

User Council Support (continued)								
Function	Responsible Staff (see legend)	How Rendered Automatic – A Requested – R	How Requested	Request Confirmation Time	Request Implementation Time	Cost to Member Agency	Delivery Method	Tracking Method
Develop, publish and distribute quarterly newsletter	OM - R/A DS - R/S/C	A	N/A	N/A	N/A	N/A	Email/Website	N/A
Develop annual budget, execute, monitor and report on the ALMR cost share plan input	OM - R/A DS - R/S/C	A	Annually	N/A	N/A	N/A	Email/briefing	Internal
Prepare and submit for approval an annual budget proposal	OM - R/A/C/I DS - R/S/C	A	Email or briefing	N/A	N/A	N/A	Email/briefing	Internal
Provide Other Budget and Cost Reports	OM - R/A/C/I DS - S/I	R	Email, telephone or briefing	N/A	N/A	N/A	Email/briefing	N/A
Provide management and reporting metrics	OM - R/A DS - S/I	A	Monthly/Annually	N/A	N/A	N/A	Email/briefing	Data base
Develop, update and maintain standard operating procedures	OM - R/A DS - R/I	A	Annually Email or telephone			N/A	Website	
Monitor and provide oversight of System parameters, site status; develop performance metrics and report trends	OM - R/A DS - R/S/I	A	Monthly/Annually		Monthly	N/A	Email/briefing/ website	Internal
Track and provide periodic reports on conflicted frequencies	OM - R/A DS - R/S	R	Email or briefing	N/A	Monthly	N/A	Email/briefing	Internal
Document, administer and maintain a training library	OM - R/A DS - R/S	R	Email or telephone	NLT 3 business days	NLT 5 business days	Return postage fees	USPS/pick up	Data base
Develop and provide briefings to Congressional delegations, State Legislature, Municipality of Anchorage and at local, regional, state or national conferences	OM- R/A/I DS - R/S/C	R	Email or briefing	NLT 3 business days	As requested	N/A	Email/briefing	Internal

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4.4 Problem Escalation

Problem Escalation								
Function	Responsible Staff (see legend)	How Rendered Automatic – A Requested – R	How Requested	Request Confirmation Time	Request Implementation Time	Cost to Member Agency	Delivery Method	Tracking Method
Monitor and report on violations of procedures, facilitate resolution and recommend mitigating actions	OM - R/A DS - S/I	A R	N/A Email or telephone	N/A Next business day	Upon discovery NLT 3 business days	N/A	Email or telephone	Internal
Assess repeated violations of System guidelines, procedures, protocols or Membership Agreement	OM - R/A DS - S/I	A R	N/A Email or telephone	N/A Next business day	Upon discovery NLT 3 business days	N/A	Email or telephone	Internal
Determine and review all facts pertaining to breaches of the Cooperative, Service Level, or Membership Agreements; determine mitigation/termination actions	OM - R/A DS - S/C	A R	N/A Email or telephone	N/A Next business day	Upon discovery NLT 3 business days	N/A	Email or telephone	Internal

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4.8 Records and Document Management

Records and Document Management								
Function	Responsible Staff (see legend)	How Rendered Automatic – A Requested – R	How Requested	Request Confirmation Time	Request Implementation Time	Cost to Member Agency	Delivery Method	Tracking Method
Maintain all System documentation (site documentation, agreements, CONOP, etc.)	OM - A DS - R/S	A R	Annually Email	N/A NLT 3 business days	Month of annual review NLT 5 business days	N/A	Web site Email or paper	Records data base
Prepare documentation previously described, if applicable	OM - A/R DS - R/S	A R	Annually/As revised Email	N/A NLT 3 business days	Month of annual review NLT 5 business days	N/A	Web site Email or paper	Records data base
Provide Office of Record services	OM - A DS - R	A	Email	N/A	N/A	N/A	SharePoint Server and OMO	Records data base
Post documents to the web site and SharePoint Server	OM - A DS - R	A	N/A	N/A	N/A	N/A	Web site/ SharePoint	N/A

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4.10 Technical Assistance during Emergency Response Conditions

Technical Assistance During Emergency Response Conditions								
Function	Responsible Staff (see legend)	How Rendered Automatic – A Requested – R	How Requested	Request Confirmation Time	Request Implementation Time	Cost to Member Agency	Delivery Method	Tracking Method
Provide reporting and coordination during emergency responses	OM - R/A DS - R/S/I	A	N/A	N/A	Upon occurrence of an event	N/A	SITREP/Email	N/A
Manage requests for assistance during emergencies with reprogramming or loaner subscriber units for special events	OM - R/A DS - S/I	R	As needed Email or telephone	Next business day	NLT 5 business days	N/A	Email or telephone	Internal
Provide reporting as required by stakeholders during exercises and emergency/contingency response conditions (SITREP, COMSPOT etc.)	OM - R/A DS - R/S/I	A	N/A	N/A	N/A	N/A	Email or paper copy via FAX/USPS/or hand delivered	N/A
Develop, provide, present briefings, papers, assessments, courses of action, and other deliverables, as required, to support emergency operations	OM - R/A DS - R/S/I	R	As needed Email or telephone	Next business day	NLT 5 business days	N/A	Email or paper copy via Fax/USPS/or hand delivered	N/A
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5.0 Reporting Functions

The OMO utilizes several reporting methods to keep the EC and the UC apprised of the System status and on-going requirements.

Reporting Functions								
Function	Responsible Staff (see legend)	How Rendered Automatic – A Requested – R	How Requested	Request Confirmation Time	Request Implementation Time	Cost to Member Agency	Delivery Method	Tracking Method
Budget Projection	OM - R/A/ DS - R/S	A	Annually	April (3.2.3, Cooperative and Mutual Aid Agreement Article 10, Section 4, & UC Charter Article 4, Section 1.11)	August - deliver to SOA	N/A	Email/briefing/ paper copy	Internal
Performance Assessment	OM - R/A DS - R/S	A	Annually	January (Cooperative and Mutual Aid Agreement Article 7, Section 15.2)	January	N/A	Email/briefing	Internal
Information Assurance Report	OM - A/I DS - R/S	A	Annually	January or February	January	N/A	Email/briefing	Internal
Facility Penetration	OM - R/A DS - S	A	Periodic/Annually	N/A (3.12.2 & Cooperative and Mutual Aid Agreement Article 8, Section 15.4)	Once a calendar year	N/A	Email or paper	Internal
System Metrics	OM - R/A DS - R/S	A	Monthly	First day each month (3.3.5 & 3.9.4)	First Wednesday each month	N/A	Email/briefing	Internal
Log In Audit	OM - R/A DS - S	A	Periodic/Monthly	N/A (3.12.2 & Cooperative and Mutual Aid Agreement Article 7, Section 15.2)	Monthly	N/A	Email/briefing/ annual report	Internal
System Back up	OM - R/A DS - S	A	Periodic/Monthly	N/A (3.12.2 & Cooperative and Mutual Aid Agreement Article 7, Section 15.2)	Monthly	N/A	Email/briefing/ annual report	Internal
Site Busy Metrics	OM - A/I DS - R/S	A	Weekly	N/A (3.2.2 & 3.2.3 & Cooperative and Mutual Aid Agreement Article 7, Section 15.2)	First Wednesday each month	N/A	Email/briefing	Internal

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6.0 Conclusion

The User Council shall be responsible for the formal approval of the OMO CSP and any substantial revisions hereafter.



Appendix A Staff Contact Information

Position	Name	Office Phone	Email	Fax
Operations Manager	Del Smith	334-2636	delsmith@5starteam.net	269-6797
Document Specialist	Sherry Shafer	269-8408	sherryshafer@5starteam.net	269-6797